Clackmannanshire Council

Education ICT Support

Horde/IMP Web Mail User Guide

Contents

Section 1: The Basics

What is IMP?

IMP is an electronic mail (email) system. It works from any standard web browser and your electronic mail can be accessed from anywhere in the world. It is part of a larger system called horde. For the purposes of this document the words horde and imp mean the same thing. This document is a basic guide to using IMP. You can only really become familiar with all of IMP's functionality by using it.

The online help is quite good and should provide you with any additional information that you may want

How do I use IMP?

The best way to learn to use IMP is to explore it on your own. IMP was designed to make it easy for you to learn to use email: there are buttons to click on each screen for all common email tasks and there is an online users guide if you wish to read about it in more detail.

To login:

1. Open a Web browser (Firefox or Internet Explorer) and go to the URL http://hermes.edu.clacks.gov.uk/mail/
2. Type your User Name, in the **user name** text box. You can click on the box with the mouse so that the cursor appears in the box to begin typing. Move from text box to text box by pressing the **Tab** key.
3. Enter your password in the **Password** text box. The password is not displayed in the box (so no one can read it over your shoulder), so type carefully.
4. Click on the **Log In** button.

Monthly maintenance:

Don't be surprised to see this screen the first time you login at the beginning of each month:

> ## Mail Maintenance Operations - Confirmation
>
> **Warning!** Mail is ready to perform the maintenance operations checked below. Check the box for any operation(s) you want to perform at this time.
>
> ☑ The current folder(s) "mail/sent-mail" will be renamed to "mail/sent-mail-jan-2003".
>
> ☑ All old sent-mail folders more than 12 months old will be deleted.
>
> ☑ All messages in your "trash" folder older than 30 days will be permanently deleted.
>
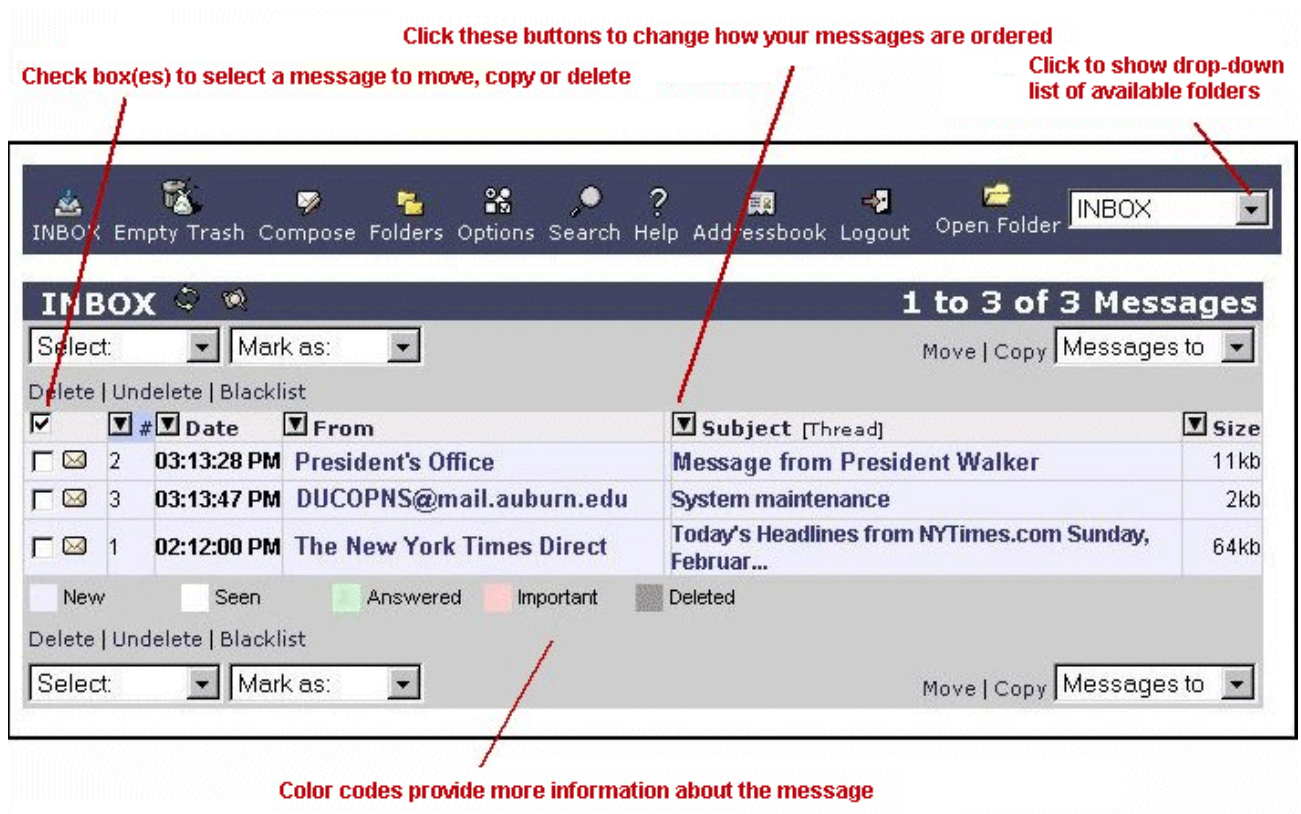> [Perform Maintenance Operations]   [Skip Maintenance]

Choose any or all of the options and click either of the blue buttons to continue to your **Inbox**.

Tip: Be sure to logout or close the Web browser when you finish with IMP or leave the computer to ensure that no one else may access your account.
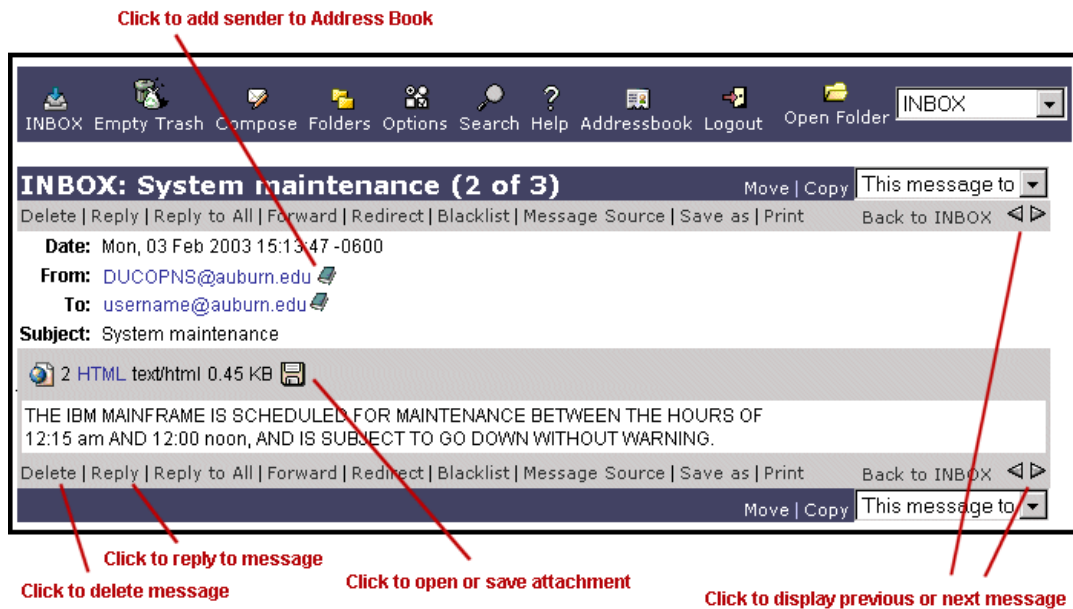
SECTION 2: Reading Mail

The Inbox

The **Inbox** is where all your new mail messages are stored.   After you login, you'll see a window similar to the one below. This is a folder window that shows your **Inbox**. To read one of the messages, just click on the text in the **From** or **Subject** column for that message.

Click these buttons to change how your messages are ordered

Check box(es) to select a message to move, copy or delete

Click to show drop-down list of available folders

Color codes provide more information about the message

Reading a Message

When you click on the **From** or **Subject** text of a message in the **Inbox** folder window, the message displays in a window of its own, similar to this:

Click to add sender to Address Book

INBOX | Empty Trash | Compose | Folders | Options | Search | Help | Addressbook | Logout | Open Folder | INBOX

INBOX: System maintenance (2 of 3)   Move | Copy This message to
Delete | Reply | Reply to All | Forward | Redirect | Blacklist | Message Source | Save as | Print   Back to INBOX ◁ ▷
Date: Mon, 03 Feb 2003 15:13:47 -0600
From: DUCOPNS@auburn.edu
To: username@auburn.edu
Subject: System maintenance

2 HTML text/html 0.45 KB

THE IBM MAINFRAME IS SCHEDULED FOR MAINTENANCE BETWEEN THE HOURS OF
12:15 am AND 12:00 noon, AND IS SUBJECT TO GO DOWN WITHOUT WARNING.

Delete | Reply | Reply to All | Forward | Redirect | Blacklist | Message Source | Save as | Print   Back to INBOX ◁ ▷
Move | Copy This message to

Click to reply to message

Click to delete message   Click to open or save attachment   Click to display previous or next message

The main portion of this page simply contains the message. The first few lines, known as the 'Header Lines', give information on the message, such as who it was addressed to, who it was from, time sent, etc. The Header Lines are then followed by the body of the message, usually the part that you're actually interested in.

Clicking the **Delete** link (underlined) makes IMP delete the message you are viewing. IMP automatically makes a copy of deleted messages in the Trash Can folder, which is stored until the Trash Can is emptied. The Trash Can is emptied either when you logout of IMP, or when you click on the **Expunge** link on the INBOX page.

Clicking the **Reply** link takes you to the Create a Message page while automatically inserting the sender's address into the To: field. The body of the message being read will also be pasted into the new message's body in a commented out form, i.e. with '>' marks at the start of each line.

Clicking the **Reply to all** link is as per the simple Reply link, but the reply that you write is sent to all of the addresses on the original message's To: and CC: fields.

Clicking the **Forward** link loads the Forward Messages page so that you can type in the address of the person to whom you wish to forward the message.

Clicking the **Bounce** link loads the Bounce page so that you can type in the address of the person to whom you wish to bounce the message.

Clicking the **Resume** button takes you back to edit the previous message you composed

Clicking the **Save as** button allows you to save the message on your local computer.

You can also Move or Copy the message to another folder. Select the folder from the drop-down list and the click on either **Move** or **Copy**, depending on whether you want to keep a copy of the message in your INBOX folder (Copy) or not (Move).

You can move between message by clicking on the arrows next to the "**Back to INBOX**" link, or click on the link itself to return to the listing of your incoming mail in your INBOX.

After you have read the message, you have several options, including:

- deleting the message
- filing the message in a folder for future reference
- replying to the message
- forwarding the message to someone
- downloading or saving attachments
- proceeding to the next or previous message using the forward and back icons ◁ ▷

To return to the Inbox from the Message window, you can:

- click the **Inbox** icon
- click either of the **Back to Inbox** links
- click the **Open Folder** 📁 icon while **Inbox** is selected from the drop-down list

SECTION 3: Sending a Message

Click on the **Compose** button to bring you to the *Compose* page. Fill in the various fields and then click the **Send Message** button. You can move between the various fields by using the tab key.

(a) To: Field

This field is for entering the address of the recipient of the piece of email you are about to send. Mostly this will be a full email address, such as bsmith@edu.clacks.gov.uk. However if you know that your email is only going locally then you may just use the short form email address e.g. bsmith.

(b) Contacts - how to use it.

Contacts is an address book, which is there to allow quick access to email addresses that you use regularly. To add an address from your Contacts list, click on the book icon next to the address in the Read Message page. Alternatively, you can click on the Contacts button in the left-hand menu, or on the Contacts link on the Compose message page.

Simply select the contact from the drop-down list and click **Select**, then click on the button for the field you wish to paste the address into- there are 3 buttons available: **Insert into To:**, **Insert into Cc:** and **Insert into Bcc:**. Each new address you add is placed at the end of the line with a comma separator so you will not always see the most recently added address. Clicking the **Clear** button removes everything from the selected field.

You can add, delete or modify an address in your Contacts list, from the Contacts page.

- To add a new address, fill in all the fields and click on the **Add Contact** button.
- To delete an address, select it from the drop-down list, and click B, the click on the **Delete Contact** button.
- To update an address, select it from the drop-down list and click **Select**, then change the details in the fields, and click on **Update Contact**.

(c) CC: Field - Carbon Copy List

This text box is provided for you to enter the addresses of other people who are to receive a copy of the email message that you are writing. All recipients are aware that others have also received the message.

(d) BCC: Field - Blind Carbon Copy

This allows you to enter an address or list of addresses for blind carbon copies. Blind means that the main recipient of the message will not know that you have sent carbon copies to others.

(e) From: Field

Normally this will be your email address, which will already be filled in.

(f) Attachments: Field - Attachments

This field is for you to type in the full path to any files that you would like to send as an attachment. Attachment is the term for a file that is sent to the receiver of your message along with your email. The receiver can save the file when it arrives and then use it as if they had created it themselves.

To help you quickly find the file that you want to send you can click on the **Browse...** button. This will open a Find File or Upload File window in your web browser from which you can look around your machine or network to find the file you are after. If the Browse button does not appear next to the Attach field it is probably because the browser you are using does not support this feature - you might need to upgrade your browser if this is the case.

(g) Subject: Field

This field is provided for you to enter the subject of your message. This entry is normally what is displayed by most email programs on their New Mail Lists so that the user can see what the message is about.

Make your message subjects short and concise. Often there isn't much room for it to be displayed in a mail list and so your subject will be cropped to fit the space.

(h) message body

This big field is where you finally get to type your important message.

(i) Spell Check In link

Clicking on this link once you have entered your message, will initiate a spelling check of the message body , in the language you select from the drop-down list (normally this will be the default of English). The spell check will return a page indicating any words which it does not know or thinks are spelt incorrectly. From there you can make corrections, add the words to the dictionary, etc.

(j) Cancel Message button

If you change your mind about sending the message, click the **Cancel Message** button

(k) Save Draft button

If you are interrupted or have to leave the Compose message window, before you are ready to send your message, yo may want to save your incomplete message as a draft, rather than lose all yout typing. Click on the **Save Draft** button to save the message.

(l) Send Message button

When you have finished typing your message, and are ready to send it, click on the **Send Message** button.

Click to open Address Book   **Click to add attachment**

Message Composition - Fri 21 Feb 2003 12:06:43 PM CST			?
Send Message	Save Draft	Cancel Message	

Identity	henryla@auburn.edu (Default Identity) ▼	?
To		?
Cc		?
Bcc		?
Subject		?
Options	Address Book Expand Names Special Characters Attachments	?
	☑ Save a copy in "sent-mail" ☐ Request a Return Receipt	

Send Message	Save Draft	Cancel Message	?

Attachments			
Attachment		Browse... Attach	?

Tip: The e-mail system is not designed to sit idle for long periods of time. After 5 or 10 minutes of inactivity, you'll have to login to again. If you are composing a message that will take you longer than 5 minutes to create, you could lose the message if you are logged out. To avoid this, periodically save longer messages while you are writing them. To save a message before you finish and send it, click the **Save Draft** button—a copy of the message will be saved in the **Inbox**. You can open the copy and finish it later.

When you send a message, the browser takes you back to the **Inbox**.

Replying to a Message

To reply to a message you have received:

Tip: It's a good idea to include the original message in your reply. It helps people remember what you are talking about. But if you don't want to send all of the original message, you can highlight and delete the text before you send it back with your comments.

Reading Attachments

If a message has an attachment, the **Part(s)** field will appear below the **Subject** field in the message window. You will see the name of the file attached, followed by the **Download** icon. Be aware that your computer won't be able to open an attached file unless it has the appropriate software for that file type.

To read an attachment:

1. Click on the **Download** icon in the **Part(s)** field of the message window. A window will appear asking if you want to open the file from its current location or save the file to disk.
2. Select "Open this file from its current location" to view the file immediately or "Save this file to disk" to save it to a location on your computer.
3. Click **OK**.

Warning: Don't open files attached to e-mail messages from people you don't know. Sometimes viruses are sent as attachments to e-mail messages.

Attaching a File to a Message

You can attach files such as graphics and word processing documents to your e-mail messages. Be aware that the recipient will only be able to open the files if she has the appropriate software.

Tip: If the recipient of your message can't open the attachment, he or she may not have compatible software.

To attach a file to your message:

1. Click on the **Attachments** icon (or scroll down to the bottom of the screen) in the **Message Composition** window.
2. Enter the filename in the the Attachment text box. If you don't know the exact filename, you can use the **Browse** button to select a file to attach. Select the file you wish to attach and click **Open**.
3. Click the **Attach** button.

Now when you send your message, a copy of your file will be sent along with it.

Printing a Message

Since IMP runs inside a Web browser, it uses the browser's Print function. Printing a copy of a message works the same as printing any Web page. The print option is found under the File menu in both Netscape and Internet Explorer.

Deleting Messages

Once you start using e-mail, junk may accumulate quickly in your Inbox. Make it a habit to delete every message you do not want, and to save in folders the ones you do. The more messages in your Inbox, the longer it takes to display them. Not only that, but if your Inbox gets too full, the system administrator will move it to a mail folder for you, in order to keep the system running smoothly.

There are two ways to delete a message:

- In the Inbox window, check the box next to the message(s) you wish to delete. Then click **Delete** (located at the top left and bottom left of the Inbox window)
- In the Message window, click **Delete** (located at the top left and bottom left of the Message window)

Deleted messages are not automatically removed from your Inbox in case you change your mind about deleting the message(s). Deleted messages are displayed in the Inbox with a line through the Date, From, and Subject fields (~~like this~~). To remove deleted messages from your Inbox, click **Purge Deleted** (located at the top right and bottom right of the Inbox window).

If you don't like the deleted messages staying in your Inbox until they're purged, you can change your Mail Management Options.

To change your Mail Management Options:

1. Click the **Options** icon in the Inbox window.
2. Under **Mail Management**, click **Deleting and Moving Messages**.
3. Check the box labeled "When deleting messages, move them to your Trash folder instead of marking them as deleted".
4. Choose a folder, such as DELETED, where the deleted messages will be stored.
5. Click the **Save Options** button.
6. A new **Empty Trash** icon appears on the main taskbar, and messages disappear from the Inbox as soon as they're deleted.

The Address book

When you are sending a message to someone, you can simply type in the recipient's address if you know it. But many people find that keeping an address book of e-mail addresses is much easier.

To set up your Address book:

1. Click the **Options** ⚏icon in the Inbox window.
2. Under **Other Options**, click **Address books**.
3. Under **Available Address books**, select **My Address book**.
4. Click the Add Source ☛icon.
5. Under "Choose the address book to use when adding addresses", select **My Address book** from the pull-down menu.
6. Click the **Save Options** button.

After setting up your Address book, you can add addresses to it. You can type new addresses directly into your Address book, or you can save addresses from messages you have received.

To add a new address:

1. Click on the **Address book** ▨icon in the Inbox window. The **Contents of My Address book** screen will appear.

2. Click the **Add** ✉icon to open the **Add a new contact window**.
3. Type in all the information you wish to provide for the new contact.

| Browse | Add | Search | Advanced Search | Import/Export | Options | Help | Mail |

Add a new contact   Save Reset

Name	Sara Smith
Email	s1234@auburn.edu
Title	
Company	
Home Phone	334-555-1212
Work Phone	
Cell Phone	334-555-1313
Fax	
Home Address	167 University Street Apt. 56 Auburn, AL 36830

4. Click the **Save** button. A screen will open showing the information for the new contact.

5. Click the **Browse** icon to return to the **Contents of My Address book** screen, or click the **Mail** icon to return to your Inbox.

To save an address from a message you have received:

1. Click on the message to open the message window.
2. Click on the **Add to Address book** icon to the right of the address you wish to save.

A text box will appear above the message screen informing you that the address was successfully added to your Address book.

You can now use your Address book to easily add addresses when you are composing a message.

To add a recipient to your message using your Address book:

Click to open Address Book   Click to add attachment

Message Composition - Fri 21 Feb 2003 12:06:43 PM CST

| Send Message | Save Draft | Cancel Message | ? |

Identity | henryla@auburn.edu (Default Identity) | ▼ | ?
To | | ?
Cc | | ?
Bcc | | ?
Subject | | ?
Options | Address Book | Expand Names | Special Characters | Attachments | ?
☑ Save a copy in "sent-mail"   ☐ Request a Return Receipt

| Send Message | Save Draft | Cancel Message | ? |

Attachments

Attachment | | Browse... | Attach | ?

1. Click **Compose** in the Inbox window or **Reply** in the message window to open the Message Composition screen.
2. Click on the **Address book** icon in the Options field of the Message Composition screen.
3. Type in all or part of the name of the person you're looking for into the **Find** field, and press the **Search** button to find the address (or you can simply scroll down through the addresses to find the person you want to select).
4. Select the entry and click the **To** button. You may also select the **Cc** button to send a "carbon" copy of your message to the recipient or the **Bcc** button to send a "blind" copy (the person you sent it **To** won't see that you sent this person a copy).
5. Click **OK**, and you will be returned to the Message Composition screen with the recipient field(s) of your message filled in with the entries you selected.

To move WebMail addresses into the IMP address book:

1. In **WebMail**, send a message to the people you want in your **IMP** address book and **Cc** yourself. The text of the message doesn't matter (Do not send one message to more than 50 recipient addresses, however).
2. In **IMP**, open the message and click on the **Add to Address book** icon beside each address in the **From** field to add them to your Address book.
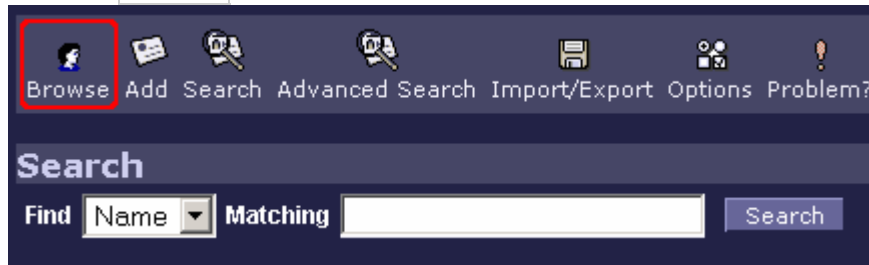
How to create/use e-mail distribution lists (aliases) in Horde IMP
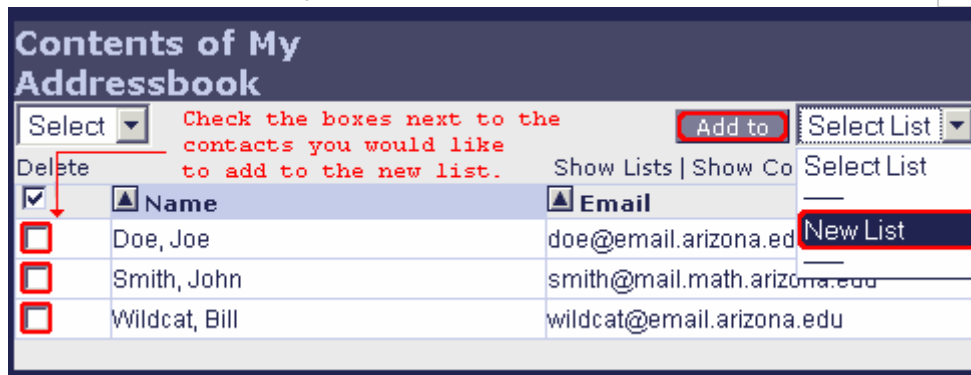
Creating e-mail distribution lists

1. Choose Address Book from the Horde menu.
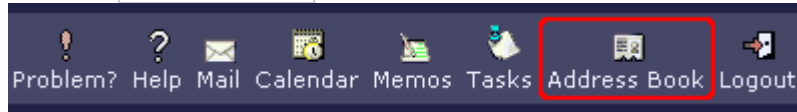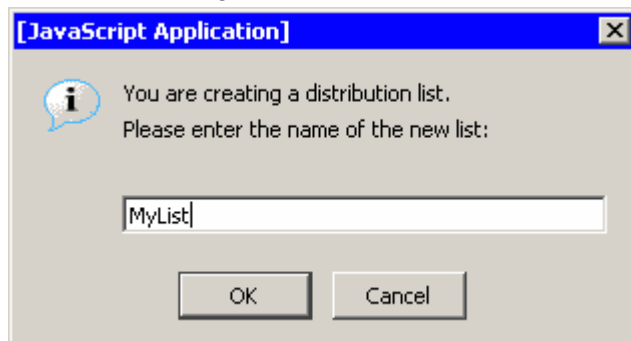
2. Choose Browse from the menu.

3. On the right side of the new page, select New List from the drop down menu. Check all the contacts you would like to add to the new list and click on Add to.

4. In the new dialog box, enter the name of the new list and click OK.

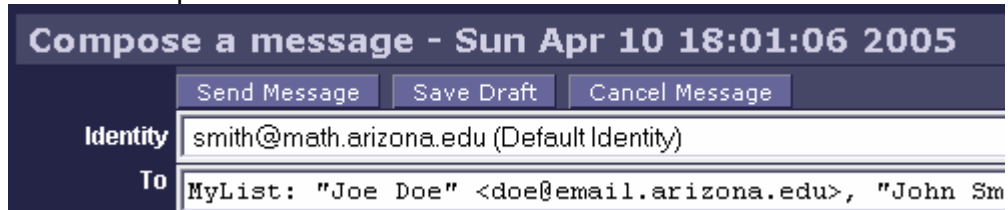Notice the addition of the new list in your Addressbook.

Using e-mail distribution lists

1. To compose a new message using an alias, go to your `Inbox` and select

`Compose` .

2. In the new message dialog box, enter the name of the desired list in the `To` field.
   Then click on `Expand Names` .

Horde will expand the name of the list into e-mail addresses.

Using Folders

A good way to keep your Inbox from getting cluttered is to move messages from the Inbox to folders. You have the ability to create new folders and define them as you wish. For example, if you want to save personal messages from friends and family, you can create a folder called "Personal" and move or copy messages from your Inbox to the Personal folder.

To create a new folder:

1. Click the **Folders** icon in the Inbox window.
2. In the **Folder Navigator** screen, click on the **Choose Action** pull-down menu and select **Create Folder**.
3. Enter the name of the new folder into the text box of the prompt window and click **OK**.
4. The new folder will now be displayed in the Folder Navigator screen. Click the **Inbox** icon to return to your Inbox.
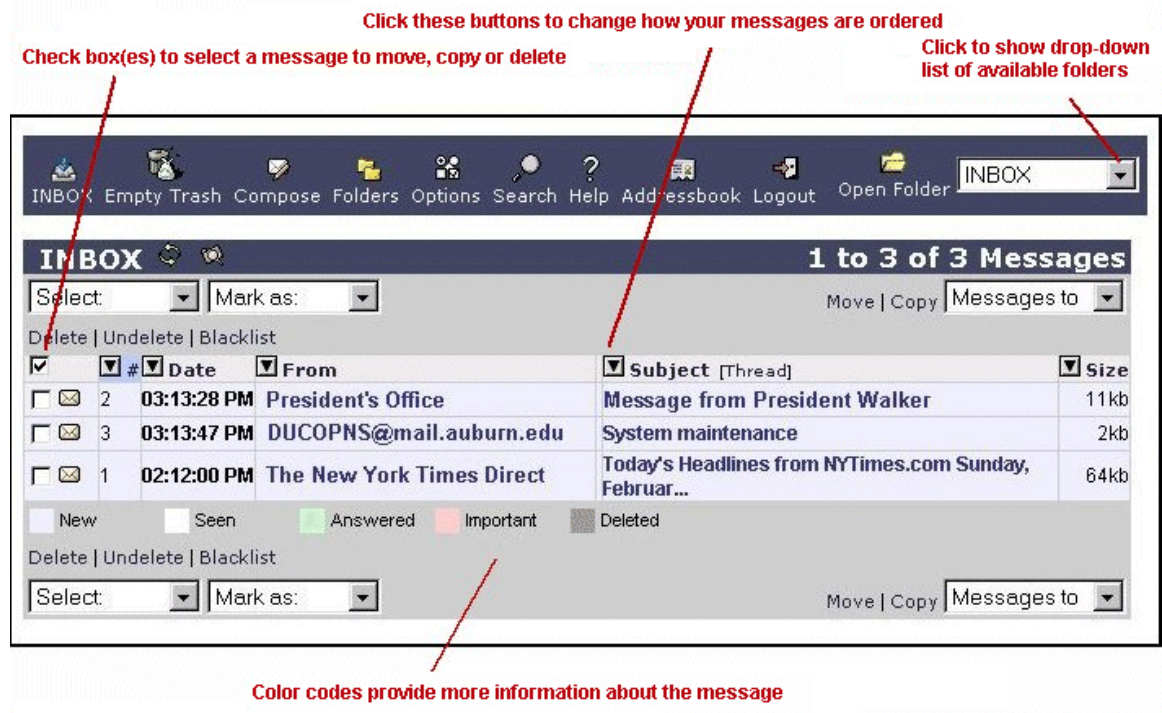
To move or copy messages from the Inbox to a folder:

1. In the Inbox window, check the box to the left of the message(s) you want to move or copy.
2. Click on the **Messages to** pull-down menu (top right and bottom right of the Inbox window) and select the folder where the messages will be moved or copied.

3. To move the message to the target folder, click **Move** next to the pull-down menu.
4. To copy the message to the target folder, click **Copy** next to the pull-down menu.

Keep in mind that **moving** a message to another folder will take it out of your Inbox, while **copying** a message to another folder will send a copy of the message to the folder while leaving the original message in your Inbox.
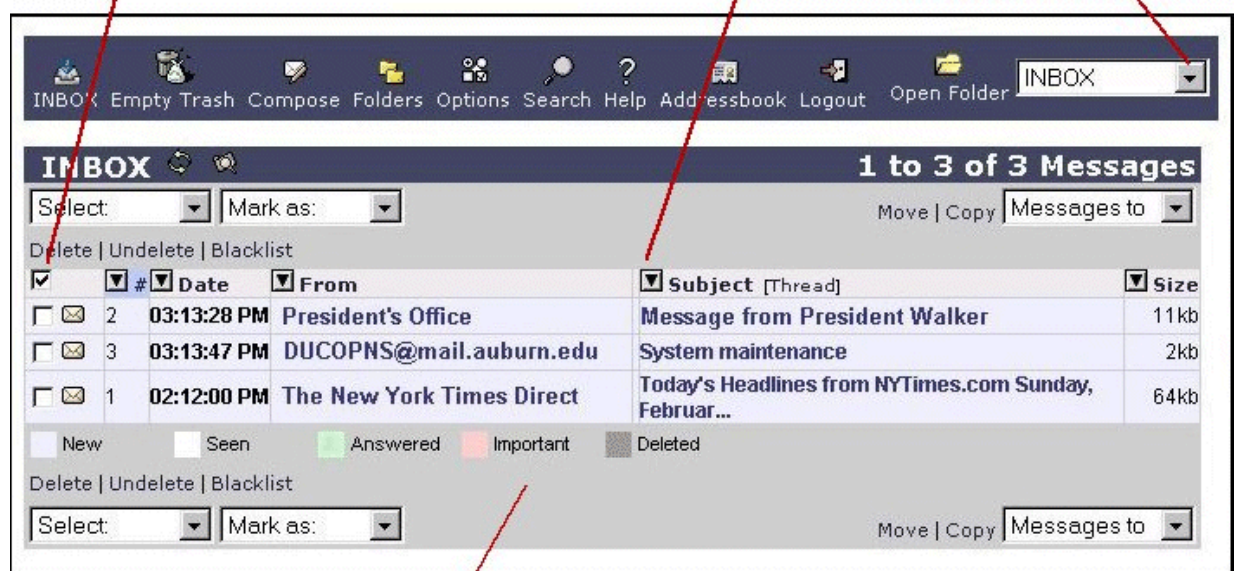
To view the contents of a folder:

1. Click on the pull-down menu next to the **Open Folder** icon in the Inbox window (top right corner).
2. Select the folder you wish to view.
3. A screen similar to the Inbox will appear, displaying the contents of your folder. Click the **Inbox** icon to return to your Inbox.

Filters

You can use filters to automatically move mail to folders or to mark incoming mail as **important.**

To set up a filter

1.   Click "Options" button at the top of the page.
2.   Click "Filters" under "Mail Management".
3.   Click "Edit Filter Rules".
4.   Setup the conditions
5.   Press "Create" button.
6.   Click the "Apply All Rules" box above the Filter Rule block.
7.   Click "Options", then "Filters" again.
8.   Check the first two options under "Edit Filter Rules" and press "Save Options" button.